

Call 480-362-7462 or 362-5537



Longmore just south of Osborn

Customer Feedback

Questions, Comments and Answers

Wanted to let you know, your staff did an awesome job with preparing lunch (at the Fall Overhaul) and making it so efficient. Very well organized! And the pictures you took, shared and displayed were very nice. Thank you! Thanks for the kind words. Dan Barolli and the ARAMARK team were very efficient and we had support from other Valley ARAMARK accounts. [Click here](#) to see the photos from the outdoor clean-up activities.

Who won the Pumpkin Contest: Winners from last the pumpkin contest

Funniest – Secret Webster, \$50 QT Card

Scariest – Daryle Begay, \$50 QT Card

Best Carved Pumpkin (tie) – Derrick Benally, Ben Mitchell, \$50 QT Card (each)

Best Painted Pumpkin – Rachelle Marquez, \$100 QT Card

I was late for lunch from a long meeting and arrived at the Café about 1:45 pm. At the sandwich station I was told they were closed; I quite understood and started to walk away but Beth (Holliday) stopped me and joked that nobody leaves hungry! She proceeded to make me a sandwich to-go! So, I just wanted to send along my thanks and kudos to Beth for her exemplary customer service and wonderful demeanor; I appreciated her thoughtfulness and courtesy VERY much & wanted to tell you.

Thanks for the kind words. We share all customer comments with our staff and appreciate all that they do for our Round House Café customers. ☺

Last time I got soup the ladle was still too big. Either that or the bowls are too narrow. What happened to the bigger original bowls? Thank you. ARAMARK's purchasing department had a national order for the new, smaller-opening bowls. We have successfully switched back to our original bowls. No more spills! Thanks for your feedback.

The soda machine wasn't working this morning. It ruined my whole day! Sometimes, circumstances beyond our control (such as malfunctioning equipment) cause disruption to our routines and frustration to our guests. We do everything within our power to maintain the equipment and keep folks happy. In this case, Pepsi responded before lunch and replaced a faulty relay. Thanks for your understanding and patience.

We'll never please everybody... ☺

- **Gold Peak Tea is nasty. Please bring back the fresh brewed iced tea!**
- **The Gold Peak Tea is perfect. Not nearly as strong as the brewed stuff you used to have. Thanks for getting it!**

Appreciate your input. This is one of those situations where – no matter what we do – somebody isn't happy. ☺ The main reason we installed the Gold Peak was customers were requesting "on tap" green tea. Many others have indicated to us they thought the "brewed" tea we've been serving is way too strong (see above). When the Gold Peak ran out late last Friday morning, I received three "concerned comments" asking when it would be back because customers like the Gold Peak. Conversely, when we switched to the Gold Peak, I received zero comments – until this morning. Thanks again for your feedback. Stay tuned. You never know when the tide will turn the other way. ☺

Would it be possible to offer fresh (squeezed) juices? The Café Focus Group looked into this recently. Based upon ARAMARK's research for our small account, it does not appear that offering fresh-squeezed juices would be economically feasible at this time. We are looking into getting a machine for a day and having a sample table to see how people like it, so stay tuned. ☺

What happened to the coupons in the newspaper? Thanks for asking. It was noted by more than one person that people were cutting coupons out of the paper and throwing the paper away. We were asked to put "constant" coupons that didn't need to be cut out in our ad in an effort to conserve. As a result, we now have a \$4.00 breakfast burrito ad and a reminder about double stamps for purchases over \$6. Still giving bargains, but helping save the environment. Hope this info helps.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Thank you for providing the raffle. I'm really excited to see the Diamondbacks' playoff game! (Congratulations to Ted Quigley!)
- Just Googled "Weiner schnitzel." Now I know it's breaded German Veal. All this time I thought it was a hot dog!
- Today's chicken noodle soup was especially satisfying. It was full of vegetables and had a great taste.
- The cucumber drink was so good and refreshing. I hope you will it again soon.
- Caramel apples were nice – but cheaper at Walmart.
- Tex Mex Salad is awesome LOVE the cilantro vinaigrette!!! Great job RHC!!!!
- Just venting today, sorry! – The honey dew is hard and seems tasteless, but the cantaloupe is good.
- That three-meat calzone today was absolutely delicious!
- Congratulations to Matt Watson from I.T. on winning the Customer Appreciation Halloween basket.
- Those Pretzel Melt Sandwiches at the deli have been very good. The Reuben was my favorite. Had it both weeks.
- I come in early every day for breakfast. Stephen and the whole breakfast team give excellent customer service.
- There never seems to be enough help at the deli.
- Love the Macaroni & Cheese bar. Awesome.
- Nothing beats free Cold Stone! (They have consistently supported our activities at the Café. THANK YOU!)

To submit your feedback:

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#). OR...
3. E-mail SRPMIC Food Services Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR YOUR FEEDBACK! We appreciate your patronage and input. (Vol. 3.5, October 2011) ☺

